

**Animal Welfare and Protection Society
PAWS for Life
800 N. Pueblo Blvd
Pueblo, Colorado 81003**

**JOB DESCRIPTION
Assistant Shelter Manager**

REPORTS TO: Shelter Manager

POSITION OVERVIEW

The primary responsibility of the Assistant Manager is to provide administrative support to the shelter manager to ensure efficient operation of the shelter. Under the supervision of the shelter manager performs a variety of tasks related to the organization. Oversees the volunteer program and collaboratively assesses PAWS needs for volunteers to develop recruitment strategies. Responsible for confidential and time sensitive material. Ability to effectively communicate via phone and email. Ensures all duties are completed accurately and delivered with high quality in a timely manner. The assistant manager will rely on experience and judgment to help plan and accomplish shelter goals. In the absence of the shelter manager the assistant manager assumes responsibilities for shelter staff and shelter operations.

QUALIFICATIONS / REQUIREMENTS

EDUCATION AND EXPERIENCE REQUIREMENTS

- High School Diploma or GED
- Experience managing people is required
- Experience working with animal welfare organizations and advanced animal care knowledge is preferred.
- Customer Service experience required
- Ability to communicate clearly PAWS' mission and the humane care and treatment of animals to the public and staff.
- Must be able to represent PAWS professionally at all times.
- Availability to work flexible hours, including weekends, in a fast-paced setting.

PERSONAL REQUIREMENTS

- Minimum of 18 years old.
- Must work efficiently, with attention to detail, and demonstrate organization, initiative, motivation, creativity, and enthusiasm for the position and PAWS.
- Genuinely enjoys working with animals and can manage them even when stressed, ill, or in pain.
- Ability to establish and maintain effective and positive working relationships with staff, board members, volunteers, and community partners.
- Proficient computer skills required such as ShelterPro, Excel, Word, email.
- Knowledge of and ability to implement and meet regulatory requirements and performance expectations including Pet Animal Care Facilities Act (PACFA).

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- Follow protocol and assist in management and efficiency of the shelter, to include: kennels, yard, laundry, medical, and office/lobby area.
- Monitor shelter inventory and stock supplies.
- Be attentive to medical and behavioral issues of animals and promptly report and monitor any concerns identified.
- Train and work closely with volunteers and community service workers.
- Provide excellent customer service and exercise friendly, helpful interaction with the public, always projecting a positive attitude and image at PAWS.
- Possess a clear understanding and adhere to the mission, standard operating procedures, and the policies of PAWS.
- Be punctual for scheduled shifts, and maintain a neat, well-groomed appearance.
- Is well-spoken and approaches his/her job duties in a mature nature.
- Can support and be a part of teamwork; works well with all levels of shelter team members.
- Maintains a positive attitude and stays away from negative chatter
- **Physical Effort:** Work requires lifting, carrying and handling animals (will be assisted by other staff members in lifting animals as needed). Walks or stands for extended periods or time; frequently works in a bent or squatting position.
- **Working conditions:** May be exposed to unpleasant odors, noises, and animal feces. May be exposed to bites, scratches, and contagious diseases.

WAGE RANGE

The range for the position is based on education and experience. This an hourly position.

- \$14.00-\$15.00

PERFORMANCE EXPECTATIONS

- Assists in management of day-to-day shelter operations including: management of staff, volunteer coordination, animal intake, front office, adoptions, adoption counseling, and kennels.
- Can provide compassionate care to all animals in the shelter's care and work compassionately with customers.
- Oversees completion of and/or helps perform daily cleaning, maintenance, and care for animals, indoor adoption floor, and outdoor kennel areas, including the morning cleaning procedure for canines and felines, and subsequent spot cleaning throughout the day including the adoption floor.
- Communicate with the shelter manager and board of directors about volunteer needs.
- Assist with PAWS events by coordinating volunteers. This includes scheduling, communication, training, and assigning duties to event volunteers.

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- Responsible for overseeing groups that want to volunteer at PAWS, such as college clubs, high school, middle schools, and elementary schools, corporations, and boy & girl scout troops.
- Provide leadership and direction to PAWS shelter employees and hold employees accountable to PAWS mission and policies, may include duties related to coaching employees and progressive discipline.
- Maintains computer and manual filing systems, including timely updating of adoptable animals on website.
- Can conduct oneself in a confident and professional manner even when stressed and/or focused on individual tasks.
- Ability to prioritize task as related to staff management, animal care, and shelter needs.
- Can legibly keep accurate records in accordance with shelter policy.
- Will provide support to staff and animals at PAWS, including assisting staff in creating individualized plans for each animal and reporting progress.
- Can perform or learn to perform animal assessments; record observations legibly in files or on the computer.
- Understands the importance of a clean and orderly facility, does not hesitate to clean or organize as part of a normal job duty.
- Maintains positive, cooperative relationships with other employees.
- Ensure security, integrity, and confidentiality of data.
- Reply to email, telephone, or face to face enquiries
- Willingness to further skills through continuing education
- Physically able to be exposed to cleaning chemicals and offensive odors.
- Ability to manage work hours through time management process
- Performs other duties as assigned including assisting in other areas.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems in standardized situations.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Amount of Time Spent on Task

Task	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stand				X
Walk				X
Sit			X	
Use hands to assess, handle, or feel				X
Climb or balance		X		
Stoop, kneel, crouch, or crawl			X	

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Talk, hear, smell				X
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The job requires the following lifting requirements and/or exerted force be performed on the job.

Amount of Time Spent on Lifting Amount

Lifting Amount	None	Less than 1/3	1/3 to 2/3	More than 2/3
Up to 10 pounds				X
Up to 25 pounds				X
Up to 50 pounds				X
Up to 100 pounds		X (with assistance)		
More than 100 pounds		X (with assistance)		

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust to focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this Job, the employee is often exposed to hot, wet and/or humid conditions. Outside work may be required. The noise level in the work environment is may be loud.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Animal Welfare and Protection Society is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.